

North Carolina COVID-19 Vaccine Management System

CVMS Healthcare Provider (HCP) User Onboarding Template

Version 3

January 18, 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**





If you have any questions, issues or requests, please go to the
CVMS Help Desk Portal* at
https://ncgov.servicenowservices.com/csm_vaccine

* On the home page of the CVMS Help Desk Portal, select the "**Vaccine Provider**" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code

NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six-digit PIN#)

For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register:
VAC2021

3. You will receive an e-mail with your username and temporary password to log into the portal

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CVMS Provider Portal Access Process Overview

Overview

CVMS Provider Enrollment Portal



NCDHHS opens the process to Healthcare Providers to complete the application and agreements in order to be eligible to receive and administer COVID-19 vaccines from the specified Provider location(s).

CVMS Provider Portal



Upon approval through the Provider Enrollment process, Healthcare Provider will be able to add CVMS users to manage COVID-19 vaccine inventory, check-in recipients, and document the administration of COVID-19 vaccines.

CVMS Organization Portal



NC DHHS will invite selected non-healthcare provider organization to register and then upload eligible employees and individuals so they are invited to register in the CVMS Recipient Portal to be pre-registered to receive the COVID-19 vaccine.

CVMS Recipient Portal



COVID-19 vaccine recipients are currently invited to register as identified by their Healthcare Provider and Non-Healthcare Provider organizations. Recipients will complete a health questionnaire in the CVMS Recipient Portal and be notified of their Priority Tier and Eligibility Status.

As a Healthcare Provider, you will need to submit Healthcare Providers and employees within your organization who will be managing and administering COVID-19 vaccines. This process will grant these individuals access to the CVMS Provider Portal. When completing an HCP User Onboarding Template, you will typically focus on the following core areas:

1. Completing the HCP User Onboarding Template
2. Correcting File Errors

The HCP User Onboarding Template is typically carried out by the **Vaccine Coordinator**.

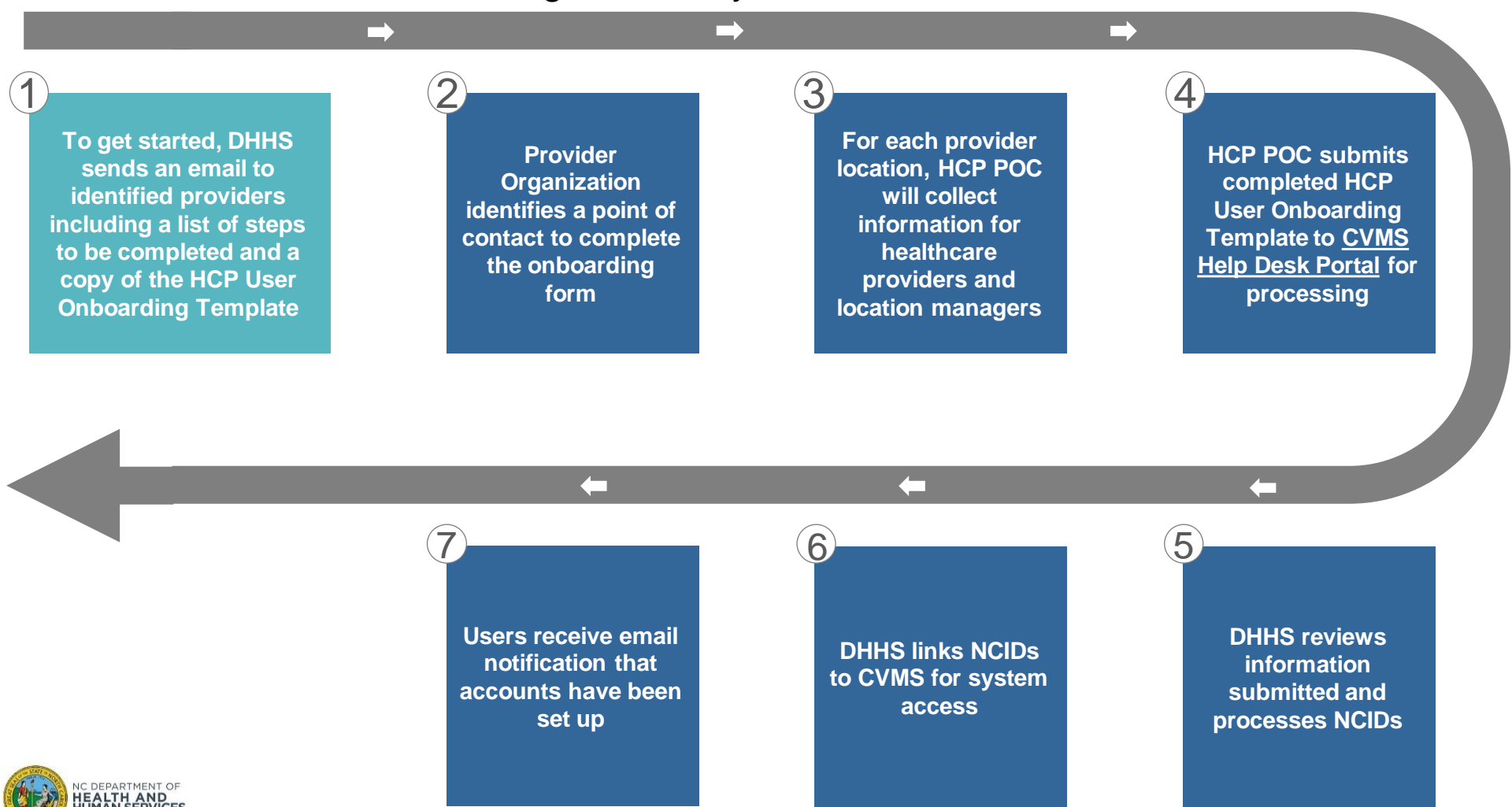
And lastly, you will need to:

- Log into the CVMS Help Desk Portal:
https://ncgov.servicenowservices.com/csm_vaccine

Now, let's get started!

CVMS Provider Portal Onboarding Overview

The Vaccine Coordinator (or similar role within your organization) **will need to complete the HCP User Onboarding Template for individuals that will need access to the CVMS Provider Portal** to manage inventory and enter vaccine administration details.



Time Estimate

Process takes 30 minutes to complete (depending on number of employees).

Key Objectives

How to complete HCP User Onboarding Template so that users can access the CVMS Provider Portal.

Terminology



Onboarding

“Onboarding” is the process of granting system access to healthcare providers to the CVMS Healthcare Provider Portal. Only provider organizations and locations that have been approved through the CVMS Provider Enrollment Portal are eligible to begin onboarding.



Location

The Healthcare Provider location where vaccines will be shipped to and Healthcare Providers will be administering vaccines. This location must have been approved within Provider Enrollment Portal.



NCID

NCID is a web-based application that provides a secure environment for state agency, local government, business, and individual users to log in and gain access to the state's applications.



Profile

When completing the HCP User Onboarding Template, a User Profile will need to be assigned to each employee requiring access to the CVMS Provider Portal. There are two User Profiles to choose from: *The Healthcare Provider Profile* and *The Healthcare Location Manager*.

- A *Healthcare Provider* is responsible for Recipient check-in, Recipient eligibility verification, vaccine administration detail capture, and point-of-care Recipient registration.
- A *Healthcare Location Manager* is responsible for viewing, receiving, and adding inventory, viewing orders and shipment details, viewing and updating vaccine inventory levels, managing location inventory, Recipient bulk upload, and additionally – all of the activities that a Healthcare Provider can do.

Complete the HCP User Onboarding Template

Step 1 of 10: Save and Rename the File

The **HCP USER ONBOARDING TEMPLATE** will be provided either as an attachment or can be opened from the **CVMS READINESS CHECKLIST** document.

Following the naming convention in the template, save and rename the file using the Location Name and Submission Date of the file.

1. Confirm you have the **HCP USER ONBOARDING TEMPLATE** (named “(Location) HCP (Date).xlsx”)
2. Rename the file according to the naming convention



(Location) HCP (Date).xlsx



Washington County Health
Department HCP 12-02-20.xlsx

Audience

Vaccine
Coordinator

Tips

You can access the *CVMS Readiness Checklist* at https://immunize.nc.gov/providers/ncip/training/Organization%20Readiness%20Checklist_vFinal.docx

The *HCP User Onboarding Template* can be accessed on page 11 of this checklist.

The template is also available on the Immunization Branch website: <https://immunize.nc.gov/providers/covid-19training.htm>

Step 2 of 10: Complete Location Information

Create a separate tab for **EACH UNIQUE LOCATION** within your organization. **COMPLETE THE LOCATION INFORMATION AT THE TOP OF THE SPREADSHEET.** Repeat Steps 2 – 6 for each location/tab in the file.

- 1. Enter the location vaccine for children (VFC) PIN. The VFC PIN and Location Name entered must match exactly as it appears in CVMS Provider Enrollment (Location).
- 2. Enter the location name. Make sure the location name matches what was entered in REDCap or the CVMS Provider Enrollment Portal.
- 3. Enter the location address, including phone number, street address, city, and zip code.

	A	B	C	D	E
1	Location Vaccine for Children (VFC) PIN (from CVMS Provider Enrollment): 1				
2	Location Name (must match exactly as it appears in CVMS Provider Enrollment): 2		Location Phone Number:		3
3	Location Street Address:				
4	Location City: 3		Location Zip Code:		3
5	Name of Person Preparing List:		Email Address:		
6	Title:		Phone Number:		
7					
8	First Name	Last Name	Email Address	NCID Username	Profile
9					
10					
11					

Audience

Vaccine Coordinator

Tips

VFC PIN (i.e., NCA650001) can also be found in the CVMS Provider Enrollment Portal (Location) within the “For Official Use Only” section. It can also be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add “NCA” to the front of the six-digit PIN#).

Step 3 of 10: Complete Preparer Information

For the preparer of this file, **COMPLETE YOUR INFORMATION IN ROWS 5 AND 6.**

If there are any issues or errors with the HCP User Onboarding Template, we will use this information to contact you.

- 1. Enter your name and role/title
- 2. Enter your email address and phone number where you can be contacted

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	A	B	C	D	E
1	Location Vaccine for Children (VFC) PIN (from CVMS Provider Enrollment):				
2	Location Name (must match exactly as it appears in CVMS Provider Enrollment):			Location Phone Number:	
3	Location Street Address:				
4	Location City:			Location Zip Code:	
5	Name of Person Preparing List:	1	Email Address:	2	
6	Title:		Phone Number:		
7					
8	First Name	Last Name	Email Address	NCID Username	Profile
9					
10					
11					

Step 4 of 10: Add Employee or Individual Data to HCP User Onboarding File

For all Healthcare Providers or Employees who require access to the CVMS Provider Portal, you will need to collect their information.

Enter the following information in the template:

- 1. Healthcare Provider/Employee first name and last name
- 2. Healthcare Provider/Employee NCID username and email address used during NCID registration on <https://ncid.nc.gov>

Note: If individuals need to be associated with multiple locations, the current process is to create a unique NCID Username to be associated with a specific location.

- 3. For the **PROFILE** field, select from the drop-down menu either “Healthcare Provider” or “Healthcare Location Mgr.” (Manager).

7					
8					
9	First Name	Last Name	Email Address	NCID Username	Profile
10	1	1	2	2	3
11					

Audience

Vaccine Coordinator

Tips

Email addresses must be unique for each user. Duplicate email addresses will result in your file being returned.

The email address must be the same email that was used when registering for an NCID.

Step 5 of 10: How to Determine the Correct NCID Username

A **NORTH CAROLINA IDENTITY (NCID)** is required to access certain NCDHHS applications, such as CVMS. If a person does not have an NCID, they must register for one at <https://ncid.nc.gov>.

For instructions on how to create an NCID, refer to the appendix of this guide.

Make sure that the First Name, Last Name, and Email Address matches the information used to register for an NCID. Any discrepancy will delay the user from receiving system access to CVMS.

First Name	Last Name	Email Address	NCID Username	Profile
Azalea	Johnson	azaleatest@mailinator.com	SSPR 2012	Healthcare Location Mgr.
Omri	Noel	omrinoel@mailinator.com	kbriggs	Healthcare Provider
Quaint	Jitsu	omrinoel@mailinator.com	qjitsu	Healthcare Location Mgr.
John	Neil	johnneil@mailinator.com	jneil	Healthcare Provider
Liz	Doc	lizdoc@mailinator.com	ldoc	Healthcare Provider

Audience

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Tips

The NCID does not start with NCC*, as that is the name of the server. When registering for NCIDs, users are recommended to pick a username following first initial + last name format.

Step 6 of 10: How to Determine the Profile of a Provider or Employee

Use the chart below to help identify the appropriate **PROFILE** for each listed employee based on their role and need for access to CVMS functionalities. **THE TWO OPTIONS ARE HEALTHCARE PROVIDER AND HEALTHCARE LOCATION MANAGER.**

Profile	Home Tab	Appointment Walk-In	Today's Appointments	Recipient Tab	Vaccine Consent	Vaccination Details (Administer the vaccine)	View Proof of Vaccination	Help & Information	Shipments	Vaccine Inventory (Add Inventory, Waste, Return, Transfer)	Recipient Bulk Registration
Healthcare Provider	✓	✓	✓	✓	✓	✓	✓	✓			
Healthcare Location Manager	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Audience

Vaccine Coordinator

First Name	Last Name	Email Address	NCID Username	Profile
Azalea	Johnson	azaleatest@mailinator.com	SSPR 2012	Healthcare Location Mgr.
Omri	Noel	omrinoel@mailinator.com	kbriggs	Healthcare Provider
Quaint	Jitsu	omrinoel@mailinator.com	qjitsu	Healthcare Location Mgr.
John	Neil	johnneil@mailinator.com	jneil	Healthcare Provider
Liz	Doc	lizdoc@mailinator.com	ldoc	Healthcare Provider

Step 7 of 10: Verify & Save Data to Submit File

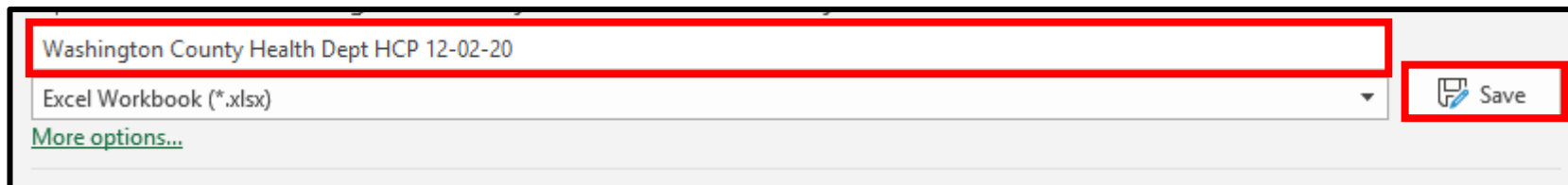
You are now ready to **REVIEW ALL REQUIRED HEALTHCARE PROVIDER USER DATA** that you have entered and **SAVE THE FILE FOLLOWING FILE NAMING CONVENTION**.

What is the correct file naming convention?

1. Click the **FILE** button
2. Click **SAVE AS**
3. **ENTER A FILE NAME** using the file naming convention “(Location) HCP (Date)”
4. Click **SAVE**



A screenshot of a 'Save As' dialog box. The top text field contains the placeholder '(Location) HCP (Date)'. Below it, the file type is set to 'Excel Workbook (*.xlsx)'. A 'More options...' link is visible. On the right, there is a 'Save' button with a floppy disk icon.



A screenshot of the same 'Save As' dialog box, but now the text field is filled with 'Washington County Health Dept HCP 12-02-20'. The 'Save' button is also highlighted with a red box.

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Tips

Following the file naming convention will allow your document to be processed quicker.

Step 8 of 10: Initiate an HCP User Onboarding User Upload Request

You can now initiate an **HCP ONBOARDING & RECIPIENT BULK UPLOAD REQUEST**.

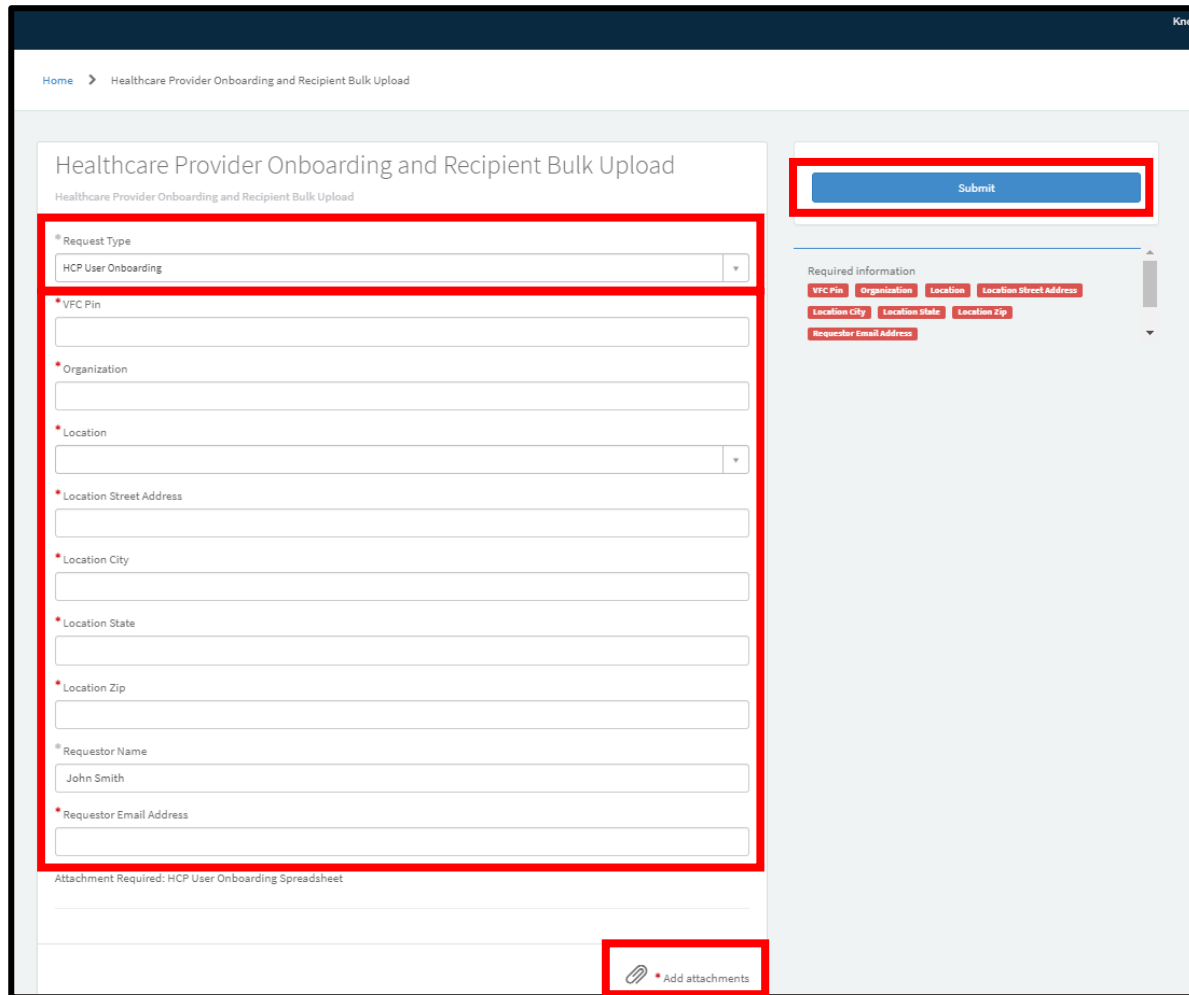
1. Navigate to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine
2. Click on **LOGIN** and enter your CVMS Help Desk Portal username and password (please reference slide 2 if you have registration or log in questions)
3. From the Home page, click the **HCP ONBOARDING & RECIPIENT BULK UPLOAD** button

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The image displays two screenshots of the CVMS Vaccine Support portal. The left screenshot shows the login page with the NCDHHS logo and navigation links for Knowledge, Register, and Login. The Login button is highlighted with a red box. Below it, the login form has fields for User name and Password, both highlighted with a red box. A Login button is also highlighted with a red box. Links for 'Forgot Password?' and 'Use external login' are visible. The right screenshot shows the CVMS Vaccine Support home page with a search bar and several service tiles. The 'HCP Onboarding & Recipient Bulk Upload' tile is highlighted with a red box. Other tiles include 'Vaccine Recipient', 'Vaccine Redistribution/Transfer', and 'Knowledge'. Below the tiles are sections for 'Most Read Articles', 'Featured Articles', and 'Most Useful Articles'.

Step 9 of 10: Submit an HCP Recipient Bulk Upload Request



Healthcare Provider Onboarding and Recipient Bulk Upload

Healthcare Provider Onboarding and Recipient Bulk Upload

* Request Type
HCP User Onboarding

* VFC Pin

* Organization

* Location

* Location Street Address

* Location City

* Location State

* Location Zip

* Requestor Name
John Smith

* Requestor Email Address

Attachment Required: HCP User Onboarding Spreadsheet

Add attachments

Submit

1. After clicking on the request button, select **HCP USER ONBOARDING** from the request type field
2. Complete the fields
3. Attach the **HCP USER ONBOARDING FILE** to the request
4. Click the **SUBMIT** button when the form is complete

Audience

Vaccine Coordinator

Tips

The VFC PIN should already be documented in the file.


Step 10 of 10: Receive an email of confirmation

- 1. After submitting the file, you will receive a confirmation email with the case number
- 2. If you click on the link, you will be re-directed to a summary view of the case

Audience

Vaccine Coordinator

Case VACHCP0001014 opened - HCP User Onboarding

IT Service Desk

to me ▾

Your case has been created, click here to view the case: [Link](#)

Someone will assist you soon.

Home > Ticket Form for Case

HCP User Onboarding

John Smith

just now

NC_Portal_Intake_AssignmentGroupMappings.xlsx

19.9 KB

John Smith

just now

VACHCP0001014 Created

Start

Actions

Close Case

Ticket Fields details

Number	Priority
VACHCP0001014	3 - Moderate
State	Account
New	Unregistered Provider-CVMS
Updated	
just now	

Attachments

NC_Portal_Intake_AssignmentGroupMappings.xlsx (19.9 KB)

just now

View and Re-Submit File Errors

Step 1 of 4: Receive Notification with File Errors

While processing your HCP User Onboarding Template, the team may encounter issues or errors within the file. If any employees or individuals included in your **HCP USER ONBOARDING TEMPLATE FAILED, YOU WILL RECEIVE AN EMAIL NOTIFICATION FROM IT SERVICE DESK** (ncgov@servicenowservices.com).

The attachment included with your case will **CONTAIN THE FAILED RECORDS** in the same HCP User Onboarding Template format. It will also include the **CELLS HIGHLIGHTED IN RED THAT NEED TO BE CORRECTED** or cells highlighted in yellow that have been corrected.

1. Open the email notification
2. Click on the link in the email to view your case in your browser. In addition, review any comments from the IT Service Desk agent.
3. When viewing your case, reference the Attachments section on the right for another file with “_ERROR.xlsx” appended to end of the filename.

Agent working on this CVMS Vaccine:

Agent Name

Number

VACCS0005080

State

Resolved

Priority

3 - Moderate

Created

11d ago

Updated

5h ago

Set up Google Maps API

Attachments

NCID state list - HCA-Mission
12.28.2020.xlsx (337.8 KB)

11d ago

Audience

Vaccine
Coordinator

Step 2 of 4: Fix File Errors

Inside the attachment is a list of all employees or individual recipients who failed to load into the system.

No successfully loaded individuals will be included in this list.

- 1. In the Excel file attached, look for cells colored in **RED**
- 2. Use the email body to identify the issue and **CORRECT THE DATA IN THE SAME SHEET**

First Name	Last Name	Email Address	NCID Username	Profile
Azalea	Johnson	azaleatest@mailinator.com	SSPR 2012	Healthcare Location Mgr.
Omri	Noel	omrinoel@mailinator.com	kbriggs	
Quaint	Jitsu	omrinoel@mailinator.com	qjitsu	Healthcare Location Mgr.
John	Neil	johnneil@mailinator.com	jneil	Healthcare Provider

Audience

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Tips

Refer to the cells colored in red in the Excel to correct individual data.

Step 3 of 4: Fix File Errors – Potential Reasons for Failure

There are a few reasons why an individual record may fail – from blank fields to invalid data formats.

Potential Error Reasons:

Error	Cell Color	Corrective Action Needed
Incorrect NCID	Yellow	Original NCID submitted was incorrect, however, we were able to identify the correct NCID and updated it in the form. Please communicate the correct NCID to your employee as they will need this information when logging into the CVMS Provider Portal.
Incorrect NCID	Red	Double check with the individual that the NCID username is correct and is not associated with another user. If the NCID username is valid, check that the individual has completed the NCID registration process. Follow all steps within the NCDHHS NCID Registration User Guide documentation.
Missing or incorrect profile	Red	Select Profile type from the drop-down in column F.
Duplicate email	Red	An email address can only be associated with a single person. Please update the records to have unique email addresses.
User is associated with more than one location	Red	<p>A user can only be associated with a single location. Please update so that each location has a unique set of NCID usernames.</p> <p>Note: We recognize this is a technical issue and our team is working to resolve. In the meantime, to the best of your ability, please update your file so that each location contains a unique list of NCID usernames.</p>

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Tips

Refer to this slide when correcting file errors.

Step 4 of 4: Save and Re-Submit File

Once you reviewed and corrected any recipient data errors, you are ready to **RE-SUBMIT THE UPDATED FILE**.

1. On the same sheet with errors colored in red, take the **CORRECTIVE ACTIONS** in order to fix the errors
2. Change the cell from **RED** to **GREEN**
3. **SAVE** the file following the **NAMING CONVENTION** with the new date of submission, if applicable
4. Go to your ticket on the CVMS Help Desk Portal and **ATTACH THE UPDATED FILE** by clicking on the paperclip icon and click **SEND**

Home > Ticket Form

Search

Washington County – Southport HCP 12-20-20 Submission

updated HCP Onboarding Template attached

Send

Agent Name

5h ago • Additional comments

Hello,

We are confirming receipt of your HCP User Onboarding file submission. Please expect 1-2 business days to

Agent working on this CVMS Vaccine:

Agent Name	
Number	VACCS0005080
State	Resolved
Priority	3 - Moderate
Created	11d ago
Updated	5h ago

Audience

Vaccine
Coordinator

Tips

Remember, the only columns that should be listed in your file are First Name, Last Name, Email, NCID Username, and Profile.

CVMS Provider Portal Notification

The CVMS Provider Portal Email Notification

Once successfully loaded into the CVMS Provider Portal, an **EMAIL NOTIFICATION** will be sent to each CVMS User.

The email will come from: Vaccine Provider at nccvms@dhhs.nc.gov

Email Subject: *Welcome to the COVID-19 Vaccine Management System (CVMS)*

The email will allow CVMS Users to complete registration to the CVMS Provider Portal.

Please inform your CVMS Users that they **MUST COMPLETE ACCOUNT REGISTRATION TO THE CVMS PROVIDER PORTAL TO ACCESS CVMS.**

From: Vaccine Provider <nccvms@dhhs.nc.gov>

Sent: Friday, December 11, 2020 6:17 PM

To:

Subject: [External] Welcome to the COVID-19 Vaccine Management System (CVMS)

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to Report Spam.<mailto:report.spam@nc.gov>

Hi TestXYZ,

Welcome to the COVID-19 Vaccine Management System (CVMS).

To get started, go to [https://urldefense.com/v3/https://covid-vaccine-provider-portal.ncdhhs.gov/s/!!HYmSToo!NA52TQg4n2hyPiow-Td0pPRlgsisxJrwcjkl-vtSHzclYdzuM0PG512gEJPe_oY3CLwHk_czpQ\\$](https://urldefense.com/v3/https://covid-vaccine-provider-portal.ncdhhs.gov/s/!!HYmSToo!NA52TQg4n2hyPiow-Td0pPRlgsisxJrwcjkl-vtSHzclYdzuM0PG512gEJPe_oY3CLwHk_czpQ$), you will be redirected to the NCID sign on page, enter your NCID and password and select NCID Login. You will then be automatically logged into the CVMS Provider Portal.

If you have any questions, please submit all inquiries to: CVMS-Help@dhhs.nc.gov

Thank you,
NC Department of Health and Human Services Division of Public Health Immunization Branch

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized State official. Unauthorized disclosure of juvenile, health, legally privileged, or otherwise confidential information, including confidential information relating to an ongoing State procurement effort, is prohibited by law. If you have received this email in error, please notify the sender immediately and delete all records of this email.

Audience

Healthcare
Location Manager

Healthcare
Provider

Tips

The CVMS Provider Portal uses NCID for secure access management.

To learn more about how to set up a NCID Username, please refer to the Appendix of this Guide.

Appendix

Some additional things you can do right now to get ready!

Below are some of the key actions you can take right now to prepare for CVMS and administering the COVID-19 vaccine.

- Identify an **internal single point of contact for your employees** to send questions or provide feedback related to the administration of COVID-19 vaccine.
- Identify your organization's **users that need access to CVMS and confirm that these users have a valid NCID**. Instruct **users that do not have an NCID to create an NCID and provide it to you**. **Complete the HCP User Onboarding Template**
- **Fill out the State-provided Recipient Bulk Upload Template** in Appendix D with the requested information **for each of your eligible employees or individuals** that meet the Phase 1 criteria to receive the COVID-19 vaccine.
- Provide orientation and training materials to your organization's designated primary and back-up vaccine coordinators.
- **Train your staff that are designated to use CVMS** for receiving COVID-19 vaccines, managing inventory levels, checking-in recipients prior to receiving the vaccine, and documenting vaccine administration on how to use the tool (*see schedule on previous slide*).
- **Train designated staff on appropriate handling, storing, and administration of the COVID-19 vaccines.**
- **Obtain a copy of the Emergency Use Authorization (EAU) Fact Sheet for each COVID-19 vaccine product** your organization receives and establish a process to **provide a printed copy of this document to each recipient** prior to administration of the vaccine.
- **Train designated vaccine administrators on how to report an adverse event in VAERS following a COVID-19 vaccine administration.**

The screenshot displays the 'COVID-19 Vaccine Readiness Checklist' from the NC Department of Health and Human Services. It includes an introduction, a table of action items, and two appendices. Appendix A, 'CVMS Profiles', contains a table for determining user profiles. Appendix B, 'HCP User Onboarding Template', shows a download icon for a file named 'Locations HCP (Data).xlsx'.

COVID-19 Vaccine Readiness Checklist

[This checklist contains recommended action items to help organizations ensure their readiness to receive and administer the COVID-19 vaccine. Providers must be approved through the Provider Enrollment portal before beginning the readiness checklist. The State will contact providers for enrollment in accordance with the Vaccine Distribution Prioritization framework. Please visit the NCDHHS COVID-19 website for further information: <https://covid19.ncdhhs.gov/vaccines>.

The action items below are grouped by topic (Onboarding, Training, Communications and Vaccine Administration Preparation) and listed in recommended sequence to address. Action items that are shaded blue are only applicable to Health Care Provider (HCP) organizations that are enrolled with the State of North Carolina to administer COVID-19 vaccines.

Supporting reference materials can be found in the Appendix beginning on page 11.

Please contact the COVID-19 Vaccine Management System (CVMS) Help Desk at CVMS-help@dhhs.nc.gov with any questions related to this Readiness Checklist.

Onboarding:

✓	Action Item	Supporting Information
<input type="checkbox"/>	1. Identify internal single point of contact for your employees to send questions or provide feedback related to the administration of COVID-19 vaccine.	Identifying and providing employees a point of contact within your organization will give employees a clear channel to get answers to their questions or communicate issues related to the COVID-19 vaccination process.

Appendix A. CVMS Profiles

Use this chart to determine the appropriate profile for your users.
The **Healthcare Provider Profile** serves users interacting with patients and administering the vaccine.
The **Healthcare Location Manager Profile** serves users interacting with patients and with shipments, inventory, and bulk employee upload.

	Home Tab	Appointment Work-to	Today's Appointments	Patient Tab	View Patient Record	Vaccine Consent	Vaccination Details (Administer the vaccine)	View Proof of Vaccination	FAQ	Shipments	Vaccine Inventory (Add Inventory, Waste, Return, Transfer)	Bulk Employee Registration
Healthcare Provider Profile	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Healthcare Location Manager Profile	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

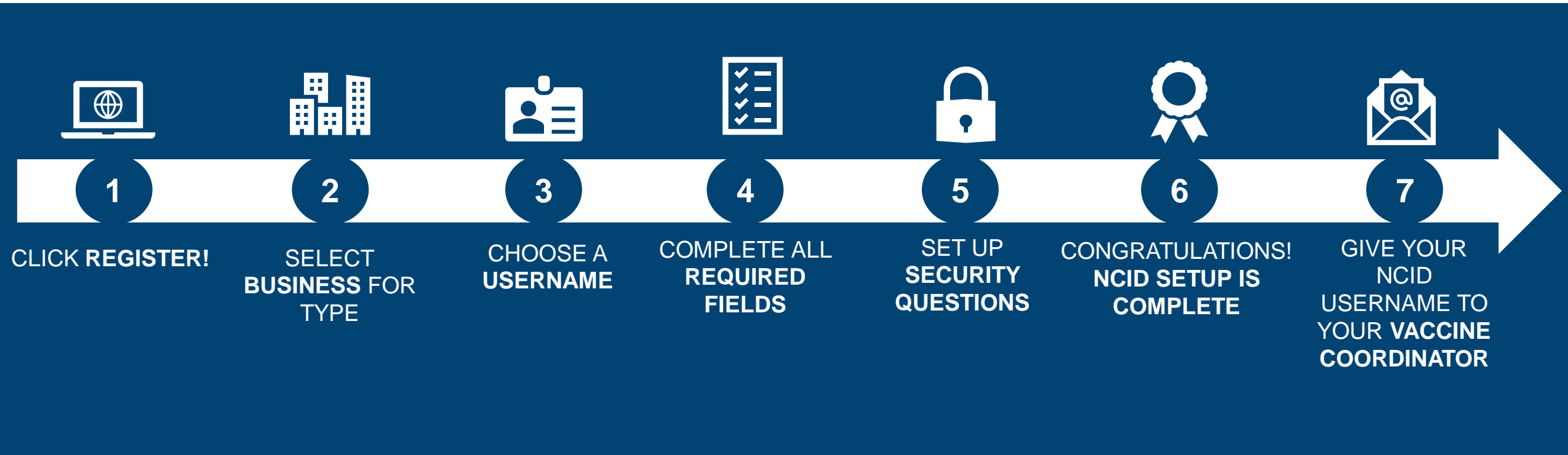
Appendix B. HCP User Onboarding Template

Locations HCP (Data).xlsx

Go to https://immunize.nc.gov/providers/ncip/training/Organization%20Readiness%20Checklist_vFinal.docx to find the latest CVMS Readiness Checklist

Creating an NCID






If you do not have a Business NCID, go to <https://NCID.NC.GOV> to start the process!



What is NCID? NCID is a web-based application that provides a secure environment for state agency, local government, business, and individual users to log in and gain access to the state's applications.

Additional Notes

Key Items:

- **Hyperlinks** appear as light green and will provide additional information or navigation.
- *** Asterisks** are used to denote required information.
-  A Toggle can be clicked to see selectable options.
-  A Pen can be clicked to make edits to the field.
-   Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
-  A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

Contact Information:

- All questions should be directed to CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine

Supported Web Browsers:

- Please use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers to access CVMS.
- For more information on supported browsers, see https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5
- Note: Internet Explorer and Edge (Non-Chromium) are not supported.

User Guide Change Log

Key Items:

- **Date of Change:** Date that any updates were made to the User Guide
- **Changes Made:** Summary of the updates made within the User Guide
- **Impacted Slides:** Specific slides that were updated or changed
- **Author:** The user that made the updates to the User Guide

Version	Date of Change	Changes Made	Impacted Slides	Author
1	12/20/2020	<ul style="list-style-type: none">• Initial document		Sarah Green
2	1/5/2021	<ul style="list-style-type: none">• Transmission of Bulk Upload files was modified	5-26	Cheryl Fang
3	1/18/2021	<ul style="list-style-type: none">• Add CVMS Help Desk Portal steps	16-18	Simon Couderc